

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-II-68-2014.15
Complainant	Shri Jayesh T Jain, 27, Vitthalnagar society, Karelibaug, Vadodara 390018
Respondent	Shri R D Chandel, Deputy Engineer, Tower s/dn of MGVCL.
Date of hearing	26.09.2014 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Medha M Marathe, MGVCL

The complaint dated 22.09.2014 regarding high amount of energy bill.

On 26.09.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Jayesh T Jain appeared himself whereas Shri R D Chandel, Deputy Engineer, Tower s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. Consumer No.16219 / 00114 / 1 having meter No.CGS 12485
2. Complainant's letter dated 27.05.2014 & 11.08.2014 to MGVCL for higher bill amount since last four months. An application to change meter given to MGVCL on dated 27.05.2014. At that time, house wiring was got checked by consumer and found OK. Again bill received in August 2014 is very high i.e. Rs.72180/-. Again house wiring got checked and found wiring of one of the room short which got attended by the consumer.

a) Bills record of last 1½ years given by complainant are as under:

January 2013	Rs.4506/-	January 2014	Rs.4915/-
March 2013	Rs.6240/-	March 2014	Rs.4226/-
May 2013	Rs.4813/-	May 2014	Rs.22351/-
July 2013	Rs.16833/-	July 2014	Rs.72180/-
Sept 2013	Rs.12638/-		
Nov 2013	Rs.1163/-		

- b) The complainant has informed that though the bill of May 2014 is high, paid that amount but again July 2014 bill issued is abnormal to their usage so requested to revise as per average consumption.
3. Complainant has complained to the Forum vide his complaint dated 22.09.2014 wherein he confirmed that his meter is changed on 28.05.2014. The first bill after change of meter received of Rs.22351/- and subsequent bill of Rs.72170/- which are very abnormal. Since huge amount of bill compared to their connected load is not believable so requested the Forum to look into to evaluate proper billing to give justice.

The complainant contended that we have given letter dated 27.05.2014 & 11.08.2014 to MGVCL for higher bill amount for the bills issued since last four months. An application to change meter given to MGVCL on dated 27.05.2014. At that time, house wiring was got checked and found OK. Again bill received in August 2014 is very high i.e. Rs.72180/-. He has called private wireman for checking of his house wiring and reported no fault in wiring. Again house wiring got checked from another wireman and found wiring of one of the room short. The complainant has informed that though the bill of May 2014 is high, he paid that amount but again July 2014 bill received is abnormal to their normal usage so requested to revise as per average consumption. Complainant has complained to the Forum vide his complaint dated 22.09.2014 wherein he confirmed that his meter is changed on 28.05.2014. The first bill after change of meter received of Rs.22351/- and subsequent bill of Rs.72170/- which are very abnormal.

The respondent contended that the complainant is having 3 phase residence connection and contracted load of 7 KW. First bill issued on dated 26.5.2014 for April May billed in June 2014, is for 3150 units amounting Rs.22348.96. The consumer had complained for high amount of bill and requested to test their meter so he paid meter testing fee Rs.330/ on dated 3.6.2014. Meter no CGS 12485 was replaced and wrapped on dated 4.6.2014 and new meter No.MGS 126629 was installed. Wrapped meter was tested in lab on 8.4.2014 in presence of the consumer and found OK. On dated 1.8.2014 a bill for June-July 2014 amounting to Rs.72170/ was issued. After that party had complained dated 7.8.2014. for abnormal billing. Again, meter having No.MGS 126629 was replaced & wrapped on dated 7.8.2014. New meter no.MGS 144834 was installed on same day. To resolve frequent complains for higher billing and no fault noticed in meter, MGVCL has checked the internal wiring of the complainant's house and found, wiring was short in 2nd bad room of 1st floor. During lab testing Meter No.126629 on 8.8.2014 in presence of consumer it was found OK. Not convinced with the recording of more consumption and no fault in meter, Consumer has complained on dated 11.8.2014 and average bill amount Rs.25000/ paid on 11.8.2014. MGVCL had informed the consumer to pay dues on 22.9.2014.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that compared to

contracted and connected load, the recorded units in energy meter for the months from April to July 2014 (two bills) are abnormal. Upon detailed investigation, it was found that due to short circuit problem in wiring of a room on 1st floor, abnormal energy consumption recording may have happened. Old meter and subsequently replaced meters were tested in meter testing laboratory and all are reported functioning correct. Hence there is no fault on the part of MGVCL i.e. before the meter and meter itself. Any abnormal recording due to fault on consumer side being treated as actual consumption and payment thereof has to bear by the consumer.

The Forum is of the opinion that energy consumption recorded in meters are actual drawl from the grid for which the consumer has to pay the bills issued by MGVCL.

ORDER

The Forum directs the complainant Shri Jayesh T Jain, 27, Vitthalnagar society, Karelibaug, Vadodara that the bills issued by MGVCL are as per actual drawl of power in his house so all bills issued are in order and he has to pay to MGVCL.

(Medha M Marathe)
Technical Member

(Harsha S Chauhan)
Independent Member

(P J Patel)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language